



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

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March 2, 2007

To: Supervisor Zev Yaroslavsky, Chair  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider  
Chief Information Officer

A handwritten signature in blue ink, appearing to read "JWF/for", is written over the printed name and title of the sender.

Subject: **COMPUTER SECURITY INCIDENT AT CHILD SUPPORT SERVICES  
DEPARTMENT**

During the weekend of February 24, 2007, three (3) laptop computers were stolen from the offices of the Child Support Services Department (CSSD) at 5500 S. Eastern Avenue in the City of Commerce. Two of the laptops were County owned, while the third was owned by a CSSD employee. Only one of the County owned laptops potentially contained private personal information, including Social Security Numbers and addresses on constituents who are served by the Department. It also potentially contained information on approximately 600 constituents of Orange and San Diego counties. CSSD is in the process of determining which personal records may be on the laptops for purposes of notification and contact. CSSD believes that there is a strong likelihood that no confidential data was on the laptop in question and is continuing to investigate that possibility.

Since the data was written to a secured server, CSSD can ascertain the records that were potentially compromised. CSSD is preparing to ask Experian to place fraud alerts on the affected individuals' credit reports. In addition, CSSD is preparing written notices to potentially affected individuals with information explaining what actions have been taken by CSSD and what they can do to protect themselves.

The laptops were stolen from a secure area in CSSD's Information Technology (IT) Bureau. While the County laptops were password protected for access, the individual files potentially containing client information were not encrypted. A report was filed with the Sheriff's Department, who is currently investigating this matter.

CSSD is taking the following additional steps in response to this security event:

- Completing the audit and identification of information involved;
- Issued an interim policy prohibiting the downloading of confidential data to any personal computer (PC), thumb drive or Personal Digital Assistant (PDA) without exception;
- Reviewing building security systems to determine who may have entered the facility during the weekend;
- Directed staff to ensure that all CDs or other media containing CSSD's case information be properly disposed of or locked in a secure cabinet;
- Directed IT staff to reconfigure all PCs to force all user documents to be stored on the server and not the PC disk; and
- Purchasing and installing the encryption software that has been selected for County purchase.

My office will continue to provide status information on the investigation, remediation and notification process as actions are taken, and as we have a better understanding of the information that was involved.

In order to address similar incidents in the future, my office has completed actions to request Board approval of the policies related to encrypting sensitive information as well as establishing formal incident reporting requirements. In addition, the Chief Information Security Officer (CISO) has completed a Request For Proposals (RFP) for selection of portable device encryption software and is in the process of acquiring software to implement on County portable computers.

Each Supervisor  
March 2, 2007  
Page 3

If you have any questions, please contact me or Al Brusewitz, CISO, at (562) 940-3873 or [abrusewitz@cio.lacounty.gov](mailto:abrusewitz@cio.lacounty.gov).

JWF:AB:sjc

Attachments

c: David Janssen, CAO  
J. Tyler McCauley, Auditor  
Phillip Browning, Director, CCSD  
Lisa Garrett, Special Assistant, CCSD  
Executive Officer, Board of Supervisors  
Raymond Fortner, County Counsel